SDWIS/STATE User Support Activity Report
for the Period March 15-26, 2004

EVENTS OPENED DURING PERIOD - STILL OPEN

SDC-0002-017-DI-6005L
March 29, 2004

Date:	Event #:	Organization:	Originator:	Release:
3/16/2004	9285	ID	Howard Woods	8.0.4

Status: O

Time Spent: 0.25

SDWIS/STATE Component: MTF:Inventory

Problem/Question: There appears to be a disagreement of data in the points of contact that is probably causing our inventory uploads to SDWIS/FED to be incorrect. (We are using Oracle 8i, SDWIS/STATE NT 8.0.4 in Windows XP, and Windows 2000 server systems). I have attached (see SDWIS/STATE e-mail account) a slightly different screen shot showing the activity status of the contact along with a portion of the end date field. Note that here, all of the contacts are active, but most have end dates.

Testing has revealed that changing status of a contact from active to inactive changes the end date to null as it should. However, of an active contact, it places an end date on the contact but does not change the activity status. For example:

The first two contacts on the list are the same person (the name off of the window to the left is Dave Cropper). I had Dave listed as the active administrative contact for the system. I then focused on his name, clicked "edit" then "change" to go to the "Individual Point of Contact Maintenance - Change" window. I clicked the check by "Administrative Contact" to remove it, then clicked "Designated Operator in Charge" to place a check by it instead. I saved the record to return to the "Points of Contact Maintenance List" window where I produced the attached snapshot (see SDWIS/STATE e-mail account).

Another even more interesting fact is that now if I select line number one of the list, I get the original change window before I made the change. However, if I click on line number two of the list, I get the window as it was when I saved it after the change.

Since I received no A1 error on this system with the last inventory upload, I infer that an administrative contact was reported to EPA even though someone had unchecked the contact from the list. Furthermore, it is very confusing to the user who will get a different story depending on which line of the maintenance list is clicked for a particular person. It is difficult to tell from the data what the user really intended. This appears to be a case where a user was experimenting trying to get things right. Since different windows produce different information, I can't fault the user for getting confused and creating this particular set of conflicting data. From the data, we have no idea whether this system has the required administrative contact to meet
grant eligibility requirements.

Respondee(s): Cheryl Wilson

Date:	Event #:	Organization:	Originator:	Release:
Resolution:	Cheryl Wilson: I am seeking additional information from Howard as I proceed with this event.			
3/17/2004	9290	ND	Barrett Brown	8.0.4 NT
Status:	O			
Time Spent:	0.25			
SDWIS/STATE Component:	SBS			
Problem/Question:	When entering a RP TCR sample, by lab, after the user manually enters the PWS number and "Tabs" (tabbing is the key) to the next item, the user is being presented with the "Original Sample Information" selection list. However, when the user clicks the search button, the resulting window is blank. This is because the sample point hasn't been selected yet.			
Respondee(s):	Scott Peterson/Kelvin Foreman			
Resolution:	Scott Peterson: I asked Kelvin to check: (a) if this is working as designed for Release 8; and (b) Barrett's assumption that nothing is showing because the user has not yet selected a sampling point. I also asked Kelvin to provide a workaround for Barrett if there is a problem.			

Time spent on above events (in hours): 0.5

Date:	Event #:	Organization:	Originator:	Release:
3/17/2004	9292	IN	April Swift	8.0.4

Status: C

Time Spent: 0.50

SDWIS/STATE Component: MTS:MBS

Problem/Question: I have been migrating schedules and FANLs into SDWIS using the Migration to SDWIS/STATE module and I encountered a strange error message (see SDWIS/STATE e-mail account). When I attempt to remigrate these FANLs, I get the error message again.

Respondee(s): Geraldine Gabinete

Resolution: Geraldine Gabinete 3/17/04: I asked April to delete the MIGRATMP.DAT file in the c:\sdwis\migrate folder. She is now able to continue her migration.

3/16/2004	9284	LA	Kate Gilmore	8.0.4

Status: C

Time Spent: 0.50

SDWIS/STATE Component: MTS:MBS

Problem/Question: We are using Windows 2000 and Oracle 9i. I am working on migrating a batch of violations (see SDWIS/STATE e-mail account for .txt file). The rejection message is "Mandatory date value is invalid - value supplied could not be converted to a valid date." The Staging table problem field name is: B-Status_Date.

I have tried different dates. They look they are formatted properly to me.

Respondee(s): Vicki Gupta

Resolution: Kate Gilmore 3/22/04: I made the change suggested by Vicki (one of the field lengths was incorrect) and migrated the .txt file successfully.

Vicki Gupta 3/16/04: I reviewed the Violation text file that you sent to SDWIS/STATE and verified that there is a problem in the text file. Field 19 (B_Status_Code) is starting at the position 194 in the text file that you sent and the position stated in the Structure Set is 188-195. If you change the position of the Status_Date field in the text file and run it, it should work.

3/23/2004	9307	LA	Kate Gilmore	8.0.4

Date: **Event #:** **Organization:** **Originator:** **Release:**

Status: C

Time Spent: 3.00

SDWIS/STATE Component: MTS:MBS

Problem/Question: I have a file that has 72 Violation records, all for one water system. The initial result report shows 24 accepted, 72 changed, 48 rejected.

I have looked at the 72 changed records, they were changed from txt to numeric which is not a problem. The problem is in the 48 rejections.

The rejection report has the following reason: " MIGR REJECT: Analyte Code supplied is not appropriate for supplied Violation Type. Check the Online Data Dictionary for valid pairings." The staging table problem field name is "5 and 8."

Looking at the file, all the violation types are 27. There are three analyte codes associated, 2920 (TOC), 1009 (Chlorite) and 1008 (Chlorine Dioxide). I found all three analytes in the Valid Pairing list with a valid Violation Type of 2 in the Online Data Dictionary.

Respondee(s): Vicki Gupta

Resolution: Donna Irwin 3/29/04: I spoke to Kate to confirm whether the information provided by Vicki addresses her questions. The event can be closed.

Vicki Gupta 03/23/04: To make sure that you have the correct violation types in your data schema, please confirm that you have 4 violation type records in the TMNVIOL table where TYPE_CODE = 27. Each of these type 27 violation type records will have a distinct TMNVTYPE_IS_NUMBER.

Here is how to fix your text file:

For Violation Type 27: There are 4 distinct violation type records in SDWIS. Each of these distinct violation type records have a set of analyte codes that are appropriate for them. In your text file you have Violation Type 27 with a Severity Code of MN. For this violation, only 0999, 1009, 1006, 2950, and 2456 are appropriate contaminants.

Where your record references analyte code 2920, you must add the severity_level code in your text file as MJ or add the B_VIOLATION_TYPE_IS_NUMBER (position 31-37), which should be 46.

Where your record references analyte code 1008, you must remove the severity_level code in your text file and add the B_VIOLATION_TYPE_IS_NUMBER (position 31-37), which should be 65.

Making these changes should retrieve the appropriate violation type/analyte code combination for your records.

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Please be aware that wherever there are multiple violation types (in SDWIS/STATE) that reference the same TMNVTYPE.TYPE_CODE, you will need to supply either the SEVERITY_LEVEL or B_VIOLATION_TYPE_IS_NUMBER so that the software can associate to a distinct violation type.

TMNVTYPE_IS_NUMBER TYPE_CODE SEVERITY_LEVEL NAME CODE
46 27 MJ MONITORING, ROUTINE (DBP), MAJOR 1006
46 27 MJ MONITORING, ROUTINE (DBP), MAJOR 1009
46 27 MJ MONITORING, ROUTINE (DBP), MAJOR 2920
46 27 MJ MONITORING, ROUTINE (DBP), MAJOR 2950
46 27 MJ MONITORING, ROUTINE (DBP), MAJOR 1004
46 27 MJ MONITORING, ROUTINE (DBP), MAJOR 1011
46 27 MJ MONITORING, ROUTINE (DBP), MAJOR 2456
46 27 MJ MONITORING, ROUTINE (DBP), MAJOR 0999
47 27 MN MONITORING, ROUTINE (DBP), MINOR 1006
47 27 MN MONITORING, ROUTINE (DBP), MINOR 1009
47 27 MN MONITORING, ROUTINE (DBP), MINOR 2950
47 27 MN MONITORING, ROUTINE (DBP), MINOR 2456
47 27 MN MONITORING, ROUTINE (DBP), MINOR 0999
62 27 FAILURE TO HAVE MONITORING PLAN (DBP) 0400
65 27 MONITORING, (DBP) WITH NO. MISSING SAMP 1008

3/24/2004	9312	MO	Linda Killion	8.0.4 DB2

Status: C

Time Spent: 0.75

SDWIS/STATE Component: MTF:Inventory

Problem/Question: We did a Grant Withholding report after we submitted an Inventory load to EPA and they had processed the file. There is an error message that reads: "Source Treatment Flag C433 U Invalid Must = Y/N for community PWS." In trying to correct the error I went into a system and changed the treatment flag to "N." Using MS Access, I then checked the data and the Flag said N in the table. So, thinking if I removed the check from the NO Treatment Flag, thus making it "Y," it would resolve the problem. However, after changing the flag and using MS Access to check the table again, the Flag was back at U. How do I get rid of the "U" in the table so that SDWIS/FED will accept the system and not show it on the Grant Withholding report? I don't even know how the "U" got in the database to start with since this is a click of the mouse issue not a pick list issue. It's either on or off.

Respondee(s): Scott Peterson

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Resolution: Scott Peterson 3/26/04: You have to do the following in SDWIS/STATE for each source for the PWS in order to remove the system from the Grant Withholding report.

If a source is not treated, check the "No Treatment" checkbox. If the source is treated, uncheck the "No Treatment" checkbox and create a flow from the Source to a Treatment Plant. The treatment plant to which the source flows must be active and must have one or more treatment process objective pairings associated.

You can only report N for DE C433 (Source Treatment Code). SDWIS/FED sets it to U-Unknown or Y-Yes based on other information submitted. SDWIS/FED sets it to U if it is not reported as N by the State and the source does not have a WSF Flow to an active treatment plant. SDWIS/FED sets it to Y if it is not reported as N by the State and the source does have a WSF Flow to an active treatment plant.

3/23/2004 9310 MS Randall Smith 8.0

Status: C

Time Spent: 1.00

SDWIS/STATE Component: IBS

Problem/Question: I have a few questions about various SDWIS subjects.

First Question: How do I access the TOTAL_DYNAMIC_HEAD_MEASURE attribute for a well? I migrated in these values, but I can't find them in the interface, nor add it with new wells. I expected it to be with the general well information or in the well details, but I can't find it.

Second Question: If one system takes over another system, what is the best way to transfer facilities to the new system ID?

Third Question: How does SDWIS handle dependency situations? For example, if I inactivate a well, does SDWIS know that its sample points are not active, or do I have to manually inactive the sample points also. Also, say the facility flow has the well flowing to a treatment facility, which then flows to distribution. Does SDWIS know that the treatment facility is no longer functioning if no other sources feed it, or must I manually deactivate the treatment facility and its sampling points, etc.? I would think this has already been addressed, maybe even in the documentation, but I haven't run across it.

Respondee(s): Christine Tivel

Resolution: Christine Tivel 3/25/04:

First Question: Currently, data in this field will be migrated from TMGWELL to TINWSF.TTL_DYN_HEAD_MSR. Total_Dynamic_Head_Measure no longer exists as a field that is visible through the online software windows; therefore, there is no

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way to view it (as you found). In fact, this attribute is currently marked for removal in the next release of our software (SSWR1), meaning that the data values currently stored in the TINWSF.TTL_DYN_HEAD_MSR field will not be migrated when you move to SSWr1.

Second Question: The best approach would be to add the water system facility to the new water system and simply deactivate the facility in the old water system. We would recommend keeping the samples with the old water system. If you wanted to transfer the sample data to the new water system, you could do a query, create a text file of the old sample data, and then EDI the sample data back in, referencing the new water system and facility. (This would essentially give you two versions of the same data--one at the new facility and one at the old).

Third Question: No, there is no logic built in the software that would deactivate a facility, because the sources that feed the facility are deactivated. You would need to deactivate the facility and sampling points.

3/17/2004	9291	ND	Barrett Brown	8.0.4 NT

Status: C

Time Spent: 0.50

SDWIS/STATE Component: CDS Setup

Problem/Question: I have noticed that we are getting MRDL Summaries being created by SDWIS. The userid on the summaries is CDSSETUP.

What I have found out is that when you run the D/DBP COMPLIANCE REPORT and leave the "Create Chlorine/Chloramine MRDL Summaries" checked, SDWIS is creating summaries even if there is no chlorine data entered into SDWIS with the TCR samples. The summary that is created is being create with a 0 for the MPA and the RAA and the number taken is 0, and the M/R complied is N-MJ.

I would like SDWIS modified so that if the box is checked, summaries are only created if there is a corresponding record in the TSAMCSMP table, ours is empty (we don't enter any field data).

Respondee(s): Scott Peterson

Resolution: Donna Irwin 3/18/04 The software is working according to design. An SIR has been promoted to capture the design change from SDWIS/STATE 8.0 to SSWr1.

Scott Peterson 3/17/04: Please enter this as an SIR to be addressed in SSWr1. We are already planning to move this process to CDS Setup.

3/17/2004	9289	ND	Barrett Brown	8.0.4 NT

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Status: C

Time Spent: 0.50

SDWIS/STATE Component: MBS

Problem/Question: I recently discovered that when I migrated in 215 MRDL FANLs, I inadvertently associated the wrong violation type to the FANL. Rather than manually deleting all the FANLs and re-entering them (because I would first have to delete any associated summary), I want to run an update query to change the violation type association. Since it's before the end of the quarter, we have very few summaries in the database that would be linked back to the FANL; however, I wanted to make sure that I am not forgetting any other associations that could be out there. I know that we haven't issued any violations yet so I want to get this fixed right away.

Respondee(s): Scott Peterson

Resolution: Scott Peterson 3/16/04: You can run an update query to change either the referenced level violation type or M&R violation type or both for your MRDL FANLs.

3/22/2004	9303	NY	Tom Becker	8.0.4

Status: C

Time Spent: 2.00

SDWIS/STATE Component: MTS:MBS

Problem/Question: We need guidance and/or a method to accomplish the following tasks:

1. Modification of TTHM Sample Schedules based on a group.

New York created an Analyte Group named TTHM that included the four constituents 2941, 2942, 2943 and 2944. We have created hundreds of sample schedules based on that Analyte Group. We would like to back these schedules out and migrate them back into SDWIS/STATE using a single analyte, 2950. We understand CDS uses this analyte code for TTHM compliance determination. Also, are lead and copper 90th percentile schedules to be based on a single analyte as well?

2. Replacement of a sample schedule based on an invalid contaminant code.

We had several schedules added to SDWIS/STATE using the analyte code 3000, which is no longer used. We discovered a need to input coliform sample schedules that are outside the TCR, for presampling and waivers. We would like to back out these single analyte schedules and migrate them back into SDWIS/STATE with state-specific analyte codes to prevent any possible collision with SDWIS/FED.

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3. Modification of an existing Analyte Group.

The addition of MTBE to an existing group, POCs is not possible. We must create a new group that includes the POCs with the addition of MTBE. This requires all new schedules. We need to migrate new sample schedules for the new group including MTBE into SDWIS/STATE.

4. Generic Schedules.

Many of our systems have no schedule for lead and copper results. We would like to create generic schedules for "prepopulation" of SDWIS rather than requiring our end-users to enter in default schedules. We can figure out how to create distribution system records for systems that do not have them, but generic sample schedules elude us. Generic sample schedules were, I believe, a topic of discussion during the last SDWIS/STATE conference call.

Respondee(s): Scott Peterson

Resolution: Scott Peterson 3/23/04:

1. (a) Modification of TTHM Sample Schedules.

a. First, make a copy of your existing TTHM schedules. You use this later to migrate in replacement schedules that reference 2950. I would make a copy of the TMGSSKED, create an append query that returns all the group schedules that reference your current TTHM analyte group, and then use the query to append records into the TMGSSKED copy. You will need to include several other tables in the query to get the data necessary to remigrate the schedules.

b. Make a backup of your schema.

c. Find the monitoring requirement(s) that reference the current TTHM analyte group and delete it. You will receive a message saying that this action will delete all schedules that reference the monitoring requirement. By deleting these monitoring requirements, you will delete all your current TTHM Sample Schedule Group records (TMNSSGRP) and Sample Schedule records (TMNSASCH--the schedules that reference the individual THMs).

d. You might want to delete the monitoring requirements that reference the individual trihalomethanes as well (2941-2944) unless you include these in another group (like a group for the old UCMR requirements) or you have some state-specific reason to monitor for these independent of disinfection byproducts requirements.

e. Go back to your copy of TTHM schedules created in step one and replace your current Analyte Group code with 2950 (different field). You may want to consider creating a group for TTHM and HAA5 (2456) since all CWS and NTNC that add a disinfectant must monitor for both as of 1/1/2004 (unless you have granted extensions).

(b) LCR Schedule

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Although it does seem logical to have a single analyte for the LCR Tap schedules, you should create an analyte group consisting of 1022 and 1030. The reason is that we did not do any special coding to link results for 1022 and 1030 to a schedule for 5000. Our software will create 90th percentile summaries if you have the schedules in place and enter individual results and do not enter summaries yourself (if you enter summaries yourself, we will not overwrite your entry nor check it to see if it is appropriate based on the individual results; in other words, you take full responsibility for 90th percentile summaries if you enter them). Our software creates summaries even if the full number of expected results have not been entered. As new results come in for the same WSF and Monitoring Period, our software updates the 90th percentile summaries it owns (again, it leaves summaries alone that have been entered by a user even when new results come in).

2. Replace Sample Schedules referencing 3000 with schedules referencing a state created analyte.

The process is the same as described above for TTHM schedules except you do not have Sample Schedule Groups, only Sample Schedules so the append query will be different in that it will use TMNSASCH rather than TMNSSGRP.

3. Modification of an existing Analyte Group.

You are correct in your understanding that you cannot modify an Analyte Group once it has been referenced by a schedule. How you proceed depends on whether you ever intended to have schedules for a group of analytes without MTBE.

a. If you do not need to retain the schedules for the old group, then you can follow the same approach described above (note that, if your current POCs is also referenced by violations, you may have to create a new group to use with your schedules).

b. If, however, you do want to retain the schedules for the current POCS group and then start a set of new schedules for an expanded group, then the procedure is different than described above and is more work as follows:

i. Create the new analyte group to include MTBE.

ii. Create records in the TMGSSKED staging table (or copy) for all the schedules you want (these, presumably, will match closely the current schedules you have for the current POC group).

iii. Close all of the current POC schedules that will be replaced with a new schedule. This must be done using the online software. If you use the View/Search function on the schedule maintenance list window, it will speed the process somewhat.

4. Generic LCR Schedules

What I understand is that you: 1) need to identify the PWS that need a LCR schedule and then 2) create the likely schedule that applies. To do this, I would do the following (my assumption here is that most systems are on reduced monitoring and have done the monitoring required on time):

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a. Create a query that identifies all distribution systems for CWS and NTNC that serve 500 or fewer people (I would use the d_population_count to identify these). I would then create a record in a separate table that calls for 5 RT every 3 years, starting 1/1/1998, with an initial MP Begin Date of 1/1/2001 referencing an analyte group with 1022 and 1030. I would then combine the first query with the second record to create LCR tap schedules for these systems in a copy of the TMGSSKED table. If you already have LCR schedules for some of these, the generic schedule will not be migrated because Migrate to SDWIS/STATE will see them as overlapping, which presumably is what you would want (the assumption being that the LCR schedules already in place are exceptions to the rule). You might further want to eliminate any PWS that have exceeded either action level (and therefore are in the treatment steps) from the first query as these should not get a default schedule.

The above assumes that most of these small systems did their two 6-month rounds the last half of 1993 and the first half of 1994, did three rounds of annual monitoring in calendar years 1995, 1996 and 1997, reduced to 3-year monitoring in 1998, and that you have already determined compliance for the first 3-year period. If any of these assumptions are wrong, your default schedules might have different dates.

b. Create a query that identifies all distribution systems for CWS and NTNC that serve from 501 to 3,300 (excluding those that are in the treatment steps due to an exceedence). Then create a single default schedule calling for 10 RT every 3 years with same start and end dates. Then, as above, use the two to create LCR tap schedules for these.

c. For CWS and NTNC serving 3,301 to 10,000, the number of sites/samples is 20 and the begin and initial MP begin dates would likely be different. They would be 1/1/1997 and 1/1/2000, respectively, if most everyone is on schedule and you moved to calendar years when you reduced system to annual monitoring.

d. For CWS and NTNC serving 10,001 to 50,000, the number of sites/samples is 30 and the begin and initial MP begin dates would again be 1/1/1997 and 1/1/2000, respectively.

e. For CWS and NTNC serving more than 50,000, you might want to go case-by-case.

3/18/2004 9295 OR Evan Hofeld 8.0.4 SQL

Status: C

Time Spent: 1.50

SDWIS/STATE Component: MBS

Problem/Question: Evan was having trouble when he was trying to delete Coliform Schedules. He was getting an error message stating that Violation is associated to the schedule. His issue was:

He had a Coliform schedule and that schedule was associated to a violation. In order to delete the schedule, he had to delete the

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Violation first. In Violation maintenance window, he clicked More Buttons and disassociated the schedule from the Violation and then he deleted the Violation. After that he tried to delete the schedule and he got an error message ----"Violation is associated to the schedule".

Respondee(s): Vicki Gupta

Resolution: Vicki Gupta 3/18/04: To delete a schedule that is associated to a violation, you need to go to the Violation Maintenance window, click More Buttons, and disassociate the schedule from the Violation.

I called Evan again and asked him to take these steps, and he was able to delete the schedule.

Time spent on above events (in hours): **10.25**

Date:	Event #:	Organization:	Originator:	Release:
3/12/2004	9278	AK	Maria Ridgway	8.0.4 SQL

Status: C

Time Spent: 1.00

SDWIS/STATE Component: CDS Setup

Problem/Question: We have not been able to finish our nightly CDS Setup process. It has been stopping at the same spot every time we try to run it. Attached (see SDWIS/STATE e-mail account) is the error that we receive and the contents of TCDSSLOG. We have not been able to run it since last week (we tried to look at all of the samples entered from the date it started stopping but cannot figure out what is causing it).

Respondee(s): Caesar Vinegas

Resolution: Donna Irwin 3/19/04: This event has been promoted as an SIR to SSWr1 SQL.

Caesar Vinegas 3/18/04: The problem is triggered by new TTHM or HAA5 schedules with periodicities more frequent than annual, i.e., quarterly or monthly, being entered online/migrated in. Until recently, most of Alaska's TTHM and HAA5 schedules were yearly, which explains why this bug only just surfaced. Maria mentioned that the percentage of TTHM and HAA5 quarterly is currently low (30 quarterly schedules versus 500+ annual schedules). As a workaround, I suggested that Alaska: 1) avoid entering QT schedules for these analytes; or 2) if they choose to enter QT schedules for them, reset the IS_Number for TMNCMCLV in the TINEISN table whenever this problem prevents CDS Setup from completing.

Caesar Vinegas 3/15/04: I have determined the problem to be that the process that creates MCL Values does not update the TINEISN table for the highest IS number if it is processing schedules for TTHM (2950) and HAA5 (2456). Maria is able to use the Update_EISN_EXSN script. This bug, which only applies to the SQL Server version, will be addressed in SSWr1.

Caesar Vinegas 3/12/04: Maria will send her database .dmp file by Monday, March 15, 2004 for us to review her data.

3/9/2004	9270	IN	April Swift	8.0.4

Status: C

Time Spent: 1.00

SDWIS/STATE Component: CDS Setup

Date: **Event #:** **Organization:** **Originator:** **Release:**

Problem/Question: We have found a very large number of sample results in our database that are not associated to monitoring periods (in online Sampling). There were about 90 Nitrate sample results that were given candidate M/R violations, even though they had sample results for the monitoring period already in the database. When I checked them out, I found that everything was correct, except that none of them were associated to a monitoring period. We run CDS Setup 2 days a week, and I know that is supposed to make the SSMPAs occur.

These systems also had annual schedules in the database for Nitrate, and they have sample results for the correct time period, but the monitoring periods are not showing up. So far, I have found that all of these are results that were entered as a group with IOCs sharing the same sample ID#. Could this be the problem?

Respondee(s): Scott Peterson

Resolution: April Swift 3/25/04: After I ran CDS Setup yesterday, per our conversation about the changes I made to the sample results, I found that those results I added a check mark on the Less Than box were associated to the monitoring periods. The others that we changed from composite to individual did not change. However, I found other discrepancies for those, like analysis date was a future date for one, and the other was a seasonal system that collected a sample outside of their seasonal schedule. So, the check mark must have been the major cause of our problem. I worked through my list of Nitrate sample results and added the less than check mark, and then I ran CDS Setup again last night. So far this morning I have found that all the results I've checked are now associated to a monitoring period. Thus, our problem is solved.

Time spent on above events (in hours): **2**

EVENTS OPENED DURING PREVIOUS PERIOD - CLOSED THIS PERIOD

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Total time on all events (in hours): 12.75